



COVID-19 PREPAREDNESS PLAN OFF-SITE

Crave Catering is committed to providing a safe and healthy workplace for all our workers, vendors, and guests. To ensure we have a safe and healthy workplace, Crave has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers, management, and guests. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

Management and workers are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. Crave managers have our full support in enforcing the provisions of this policy and we encourage our workers to ask questions, raise safety and health concerns and offer suggestions related to the plan and its implementation.

Our workers are our most important assets. We are serious about safety and health of our workers at Crave Catering. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by sharing initial drafts of all COVID 19 documents with our management teams, actively seeking their feedback for making adjustments and changes based on their feedback. Our COVID-19 Preparedness Plan follows the industry guidance developed by the state of Minnesota, which is based upon Centers for Disease Control and Prevention (CDC), Minnesota Department of Health (MDH), Minnesota Occupational Safety and Health Administration (MNOSHA) statutes, rules and standards, and Minnesota's relevant and current executive orders. The plan addresses the following:

- Ensuring sick workers stay home and prompt identification and isolation
- Social distancing
- Workers hygiene and source controls
- Building cleaning and disinfection protocol
- Drop-off, pick-up and delivery practices, and protocol
- Communications, training practices and protocol

1. SCREENING AND POLICIES FOR WORKERS EXHIBITING SIGNS AND SYMPTOMS OF COVID-19

Workers have been informed and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

- All workers will be required to conduct an employee health screening checklist at the start of their scheduled shift
 - If symptoms develop prior to their scheduled shift or while at work, workers must contact the Operations Manager immediately and will be asked to stay home or be sent home. If they cannot be sent home immediately, the team member will isolate in a closed room until they can be sent home.
- Workers are required to stay home from work and encouraged to self-quarantine for 14 or more days if they have been exposed to someone diagnosed with COVID-19, are experiencing symptoms of COVID-19, or have been diagnosed with COVID-19
- Workers are required to follow the MDH Guidance and the following procedures before returning to work

We trust our workers to use good judgement and not come to work when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented and will be handled on a case by case basis to ensure their well-being.

Crave has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time. In addition, a policy has been implemented to protect the privacy of workers' health status and health information. The Operations Manager will maintain communication with and gather information from workers who may be ill.

2. SOCIAL DISTANCING

Social distancing of at least 6 feet will be implemented and maintained between workers, vendors, and guests through the following engineering and administrative controls:

- Operating at the current capacity requirements per state guidance
- 6 feet between workers, vendors and guests is encouraged
- Spacing in workspaces have been adjusted to help maintain 6 feet between workers
- Guests are encouraged to wear face masks

3. HYGIENE AND SOURCE CONTROLS

Basic infection prevention measures are always being implemented. The following steps have been taken to ensure all persons adhere to the current guidelines and practices:

- All workers are required to wash or sanitize their hands immediately upon entering the venue, frequently throughout their shift, before and after breaks, and after using the restroom
- All workers will have hand sanitizer readily available for use in kitchen/prep areas
- All food service staff are required to wear face masks and gloves
- Hand washing often and with soap and water for at least 20 seconds

4. WORKPLACE CLEANING AND DISINFECTION PROTOCOL

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, kitchen, bar station and other food service areas. Frequent cleaning and disinfecting are being conducted of high-touch areas including, but not limited to, phones, keyboards, touch screens, controls, door handles, railings, credit card readers, delivery equipment, etc. The following steps have been taken to ensure these cleaning practices happen regularly throughout the workday, pre-event setup, during event service and following each event.

- All workers have access to sanitizing wipes and/or spray and are encouraged to routinely clean and disinfect areas in which they work
- All counters and equipment in kitchen/prep area will be washed and sanitized upon arrival, after each use, and at the end of each shift.
- Gloves will be changed between each task, with all workers washing their hands thoroughly in between each glove change
- Managers will have a frequent cleaning schedule they will perform during events to sanitize and disinfect high-touch areas, to include door handles, countertops, and sinks related to the kitchen
- Catering prep/kitchen area will not allow any guests, vendors, or any other staff in space without wearing a mask
- Once catering prep/kitchen is set up and sanitized, no other vendors/staff will be allowed to load in if through the kitchen/prep space area.

Appropriate and effective CDC approved cleaning and disinfectant supplies have been purchased and are being used in accordance with product labels, safety data sheets and manufacturer specifications. All cleaning and disinfectant supplies are being used with required personal protective equipment for the product. Cleaning products will be used to clean and sanitize all surfaces and workspaces. All workers, setup crew, and cleaning providers have been trained on proper cleaning protocols and participate in on-going training as cleaning guidelines evolve.

5. DROP-OFF, PICK-UP AND DELIVERY PRACTICES AND PROTOCOL

- Receive deliveries via a contactless method whenever you can
- Businesses must provide for contactless deliveries that promote for delivery at a doorstep, where persons maintain a distance of at least 6-feet away while verifying receipt of the delivery between the worker and the delivery person. Whenever possible, business should attempt to do everything electronically (via application or phone) to eliminate the need for close contact between workers and delivery personnel
- Workers must maintain a distance of 6-feet from others during interactions while receiving or exchanging deliveries
- Workers must minimize the unnecessary exchanging or sharing of pens, phones, or other tools with delivery personnel

6. COMMUNICATIONS AND TRAINING PRACTICES AND PROTOCOL

This COVID-19 Preparedness Plan was communicated electronically through email to workers and necessary training was provided. Additional communication and training will be ongoing via email, electronic meeting, or in person when applicable and provided to all workers.

Protocols and practices will be communicated to all vendors, independent contractors, subcontractors, outside technicians, and guests including but not limited to: 1) Social distancing protocols and practices; 2) Drop-off, pick-up, 3) Practices for hygiene and respiratory etiquette; 4) Recommendations or requirements regarding the use of masks or face-coverings. All persons will also be advised through electronic communication and posted signage not to enter the venue if they are experiencing symptoms or have contracted COVID-19.

- All persons who do not feel well, have any symptoms compatible with COVID-19, or have a household member experiencing symptoms compatible with COVID-10 should stay home
- Review emailed or posted screening questions and/or conduct a self-check of body temperature prior to entering the venue
- Regularly wash and/or sanitize hands
- Wear face covering or mask
- Maintain 6 feet of distance from other people
- Comply with all policies and practices as related to social distancing and hygiene

Event Managers are expected to monitor how effective the program has been implemented. All management and workers are to take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices, and training, as necessary. This COVID-19 Preparedness Plan has been certified by Crave Catering and Event management and the plan posted throughout workplaces and made readily available to employees. It will be updated as necessary by Management.

7. FOOD AND BAR SERVICE REQUIREMENTS

All workers must comply with the following guidelines to work with food or beverage service:

- A copy of COVID-19 Preparedness Plan must be with lead worker or manager
- All staff must participate in health screening checklist and a forehead temperature check when arriving at the venue or site
- Screening must be conducted by a lead worker/manager and the same lead worker/manager is required to conduct all temperature checks and health screening checklists for all staff to ensure consistency
- Any worker who does not pass the health screening assessment, temperature check, or develops a fever or relevant symptoms to COVID-19 are to be sent home immediately
- All workers will follow the hygiene and social distancing protocols as outlined above
- Food service workers must wear masks and gloves at all times
- Bar workers must wear masks and gloves at all times
- All staff must be in clean and pressed uniform, and must adhere to the following grooming standards to include, trimmed nails and neat hair off the shoulders
- Phones are not permitted to be used during event service. Phones are permitted during setup and teardown and workers must wash hands after handling their phone
- Workers are required to only use the approved CDC cleaning and disinfectant supplies that the venue will supply for the kitchen and bar area

The following food service styles are only permitted until further notice. Self-service or self-served buffet-style is not permitted at this time. Each of the following service styles must adhere to each of the following guidelines.

Butler Passed Service

- Workers must wear gloves and mask at all times
- Food is passed on trays. Trays must be wiped down before replenishing
- Food must be served in a disposable container or cocktail napkin
- Designated workers to clear trash only and serve food only, respectively
- Workers are not permitted to both serve to guests and clean up trash at the same time

Plated Service

- Workers must wear gloves and mask at all times
- A separate staff member must be designated to clear all food service-related trash and dirty dishware
- Workers are not permitted to both serve and clean up at the same time
- Plates can either be transported on trays and set on tray stations
- Trays must be wiped down after use
- China, glassware, and flatware are permitted, single use available upon request. Rolled silverware is only permitted and must be set shortly before guests are seated or thereafter
- Remove high-touch self-service containers and items requiring frequent hand contact from use (e.g., condiments such as ketchup bottles and salt/pepper shakers, straws, napkin holders, etc.). Use single-use items when possible.
- Water glassware is only permitted to be set shortly before guests are seated or thereafter
- Refills of any beverage will result in a new glass brought to the table
- Coffee service during plated dinner will be serviced as tray tableside service

Stationed Service

- Workers must wear gloves and mask at all times
- Any stationed food or beverage service will be decided per event at the discretion of the management team
- If a station is allowed, additional hours for workers and chefs may incur to be able to service the guests the items on a station
- Guests will not be allowed at this time for any self-service stations or buffets
- Shields may be used at stations if necessary

Certified by:

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